

Beginning How To Do Business with GSA – HHG TSPs



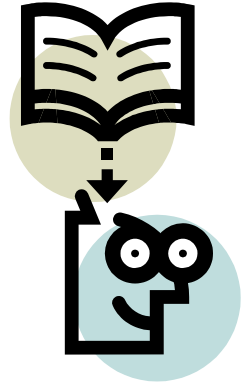
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(816) 823-3646
Kim.Chancellor@gsa.gov

Household Goods Tender of Service (HTOS)

- One combined document for domestic & international program
- Identifies program requirements
- Rights & Responsibilities of:
 - Government agency ordering the shipment
 - Federal employee relocating
 - Transportation Service Provider
 - GSA

HTOS Requirements



- The HTOS details the specific requirements governing shipments of household goods, personal effects, and privately owned vehicles (POVs) for government agency personnel. This includes everything from the pre-move survey, accessorial services, packing/unpacking, loading/unloading, documentation, and much more

GSA's Request for Offers

- The written document that identifies program requirements and procedures which TSPs must meet to provide services to Federal agencies
- Distributed July-August each calendar year on: WWW.GSA.GOV/Transportation
- Rates effective November 1 – October 31 (of the following year)

Rate Filing Window

- Main Rate Filing Period:

- ✦ **Effective Dates:**

- November 1 – October 31

- ✦ **Supplemental Window**

- February 14 – March 29, 2006

- *Effective May 1, 2006 – October 31, 2006



TSPs may submit new rates during supplemental window. Duplicate rates submitted during supplemental window will override currently submitted rates filed for November.

*General Rate Increase of 2% will be added to domestic base line rate tables, effective May 1, 2006.

RFO Highlights

- Cover Letter:
 - Lists new items of importance
 - Reminders pertinent to rate filing
- Section 1:
 - Accepted/Effective Dates of Rates
 - Documentation Requirements
 - Trading Partner Agreement (TPA)
 - Insurance Certificates
 - Performance Bonds (Int'l only)
 - ★ Must be submitted before the last day of the rate filing window!!
 - ★ Continuation certificates of current bonds are acceptable



RFO Highlights – Section 2

- Section 2: Rate Services
 - Filing Possibilities
 - General: Rates that apply to all Federal agencies
 - Alternating Agency Specific: Rates that apply to a specific Federal agency and may alternate with a general rate offering
 - Non-Alternating Agency Specific: Rates that apply to a specific Federal agency and will not alternate with a general rate offering
 - Move Management Services
 - Domestic Rates and Charges
 - International Rates and Charges
 - Released Valuation
 - \$5 times net weight of shipment (domestic & int'l)

RFO Highlights – Section 3

- Section 3:
 - Special Agency Provisions
 - VA (Domestic)
 - Released Valuation \$6.50 (max. \$117,000.)
 - Weight Variance of 110% (in lieu of 115% for general rates)
 - Rate Basis: TSPs must have the ability to self-pack, load, and haul 85 percent or greater of interstate and intrastate shipments.
 - VA (Int'l)
 - Released Valuation \$8.50 (max. \$153,000)
 - Weight Variance of 110% (in lieu of 115% for general rates)

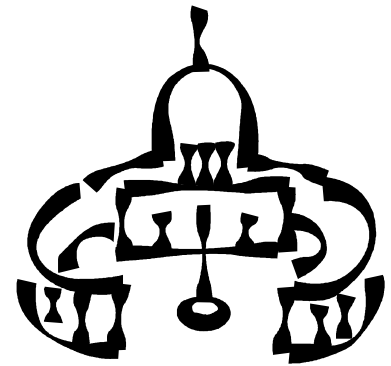
RFO Highlights – Section 3

- State Dept. (Domestic)
 - Released Valuation \$6.50
- Domestic rates must incorporate the following accessorial services:
 - ATC Charges
 - All long carry charges at origin
 - All long carry charges at destination
 - All stair carries
 - One-time elevator charge
 - All charges associated with heavy or bulky items, to include piano/organ
 - All charges for shuttle service
 - Crating and uncrating charges up to \$250 (any amount above this must be approved by DOS)
 - All uncrating
 - Extra labor and all charges associated with Mini-storage



RFO Highlights – Section 3

- State Dept. (Int'l)
 - Released Valuation \$8.50
 - Shipment Tracking: All participants must have a secure internet web site where travelers can track the status of their personal effects. Access must be password controlled and available only to the traveler and/or it's agency
 - Shipment Reporting
 - Document Security
 - Staffing Requirements
 - Transit Times
- Reminder: No Packed By Owner (PBOs) or “contents unknown”



RFO Highlights – Section 3

Services that DOS will not authorize:

- Additional land transportation charges for shipments picked up or delivered from or to storage-in-transit
- UAB surcharges
- Port congestion surcharges, and/or war risk surcharges (also known as security surcharges) for areas not affected by war



Services that DOS may authorize, at the discretion of the agency:

- War and security surcharges for areas affected by war, at the discretion of the agency
- Bunker fuel surcharges. Charges must be separately stated on the GBL/CBL and supported by prorated paid ocean TSP invoices of the actual amount

All liftvans must be of new wood and in compliance with the ISPM#15 Standard

RFO Highlights Sections 4-8

- Sect. 4 - TSP Evaluation Criteria
(i.e. Value Index & Customer Satisfaction Index scores - [Brian](#))
- Sect. 5 – Rate Filing Codes
- Sect. 6 - Rate Filing Instructions / Format Requirements
- Sect. 7 - Traffic Volume
- Sect. 8 - Dept. of State Int'l Agent Listing

General Rate Adjustment

- Effective May 1, 2006, a 2% general rate increase will be added to domestic rates/charges (contained in 415-G) for packing, accessorial services, line-haul, storage, & water charges to/from Alaska



Separate Billings

- TSPs must bill the Federal agency separately for each element of a household goods shipment

Elements:

- Household Goods
- Unaccompanied Air Baggage
- Vehicle

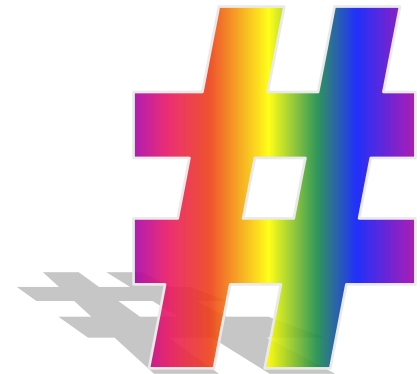


Industrial Funding Fee – IFF

- Due 60 days after the end of each quarter
- Effective 11/1/05:
 - GSA's IFF is only assessed against the household goods element of the net transportation charge (excluding SIT).
 - Domestic = 2.50% net charges (line-haul, packing, accessorial, fuel surcharge, etc.)
 - Int'l = 1.50% net charges

DUNS Number

- TSPs to provide a DUNS number under CHAMP (header record of rate filing)
- Notification in 2006-2007 Request for Offers
- Effective November 1, 2006
- To Obtain DUNS No:
 - 1-866-705-5711
 - www.dnb.com



Rate Filing Via TMSS

Options for Rate Filing

- Option 1 – using a Rate Filing Service Provider
- Option 2 – creating own rate file & submitting it via FTP (in accordance with format requirements identified in RFO)
- Option 3 – via TMSS



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The first module of TMSS (implemented June 30, 2003) includes the same modes that were available in the Inter-agency Transportation Management System (ITMS) - freight and household goods. In the future, plans are to include other modes of transportation. Additionally, the initial fielding of TMSS will function primarily as a replication of ITMS. Future modules are being built and will enable GSA customers to manage the entire transportation process and execute all the following tasks on-line.

- Rate and route shipments
- Book shipments
- Generate Bills of lading
- Track and trace shipments
- View proof of delivery
- Perform prepayment audits
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- Resolve services and billing disputes
- File/settle loss and damage claims
- Generate transportation reports
- Perform data analysis
- Facilitate post payment audits



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UVLN-UNITED VAN LINES, LLC

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☒ Interstate ☐ Intrastate ☐ International

Please select the Service Area

Origin:

Destination:

Status:

Delete	Status	Date	Type	Tndr Id	Agency	Orgn	Dest	Trans	< 300 cft	300-800 cft	> 800 cft	SIT	Acc Svcs	UAB	Phone	Fax	Email
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☒ Interstate ☐ Intrastate ☐ International

Modify the existing rate records below

Origin: Destination: Status:

Delete	Status	Date	Type	Tndr Id	Agency	Orgn	Dest	Trans	< 300 cft	300-800 cft	> 800 cft	SIT	Acc Svcs	UAB	Phone	Fax	Email
<input type="checkbox"/>	M	09/20/2005	02	U205	DEADC	0100	0200	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	04	U705	DEADC	0100	0200	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	02	U305	DOSDD	0100	0200	54	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	04	U805	DOSDD	0100	0200	50	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	02	U405	DVADC	0100	0200	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	04	U905	DVADC	0100	0200	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	02	U205	FAADC	0100	0200	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	04	U705	FAADC	0100	0200	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	02	U505	FBPDC	0100	0200	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	04	U115	FBPDC	0100	0200	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	01	U105	00000	0100	0200	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@
<input type="checkbox"/>	M	09/20/2005	03	U605	00000	0100	0200	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@



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Modify the existing rate records below

Origin : Destination : Status :

Delete	Status	Date	Type	Agency	Orgn	Dest	Tndr Id	Trans	< 300 cft	300-800 cft	> 800 cft	SIT	Acc Svcs	UAB	Phone	Fax	Email
<input type="checkbox"/>	U		06	DOSDC	160A	AL00	UV31	231	6200	6200	6200	200	300	1681	800-325-3924	636-326-0307	carolyn_rangel@ur
<input type="checkbox"/>	M	09/20/2005	05	00000	160A	AL00	UV36	231	6200	6200	6200	200	300	1681	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	M	09/20/2005	07	00000	160A	AL00	UV38	240	6200	6200	6200	200	300	1681	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	U		06	DOSDC	160A	AR00	UV31	227	6000	6000	6000	200	300	1681	800-325-3924	636-326-0307	carolyn_rangel@ur
<input type="checkbox"/>	M	09/20/2005	05	00000	160A	AR00	UV36	227	6000	6000	6000	200	300	1681	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	M	09/20/2005	07	00000	160A	AR00	UV38	236	6000	6000	6000	200	300	1681	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	U		06	DOSDC	160A	AZ00	UV31	214	5700	6200	5700	200	300	1670	800-325-3924	636-326-0307	carolyn_rangel@ur
<input type="checkbox"/>	M	09/20/2005	05	00000	160A	AZ00	UV36	214	5700	6200	5700	200	300	1670	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	M	09/20/2005	07	00000	160A	AZ00	UV38	223	5700	6200	5700	200	300	1670	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	U		06	DOSDC	160A	CA00	UV31	212	5500	5700	5500	200	300	1612	800-325-3924	636-326-0307	carolyn_rangel@ur
<input type="checkbox"/>	M	09/20/2005	05	00000	160A	CA00	UV36	212	5500	5700	5500	200	300	1612	800-325-3924	636-326-0307	shirley_casey@uni
<input type="checkbox"/>	M	09/20/2005	07	00000	160A	CA00	UV38	221	5500	5700	5500	200	300	1612	800-325-3924	636-326-0307	shirley_casey@uni

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ADD HOUSEHOLD GOODS RATE SUBMISSIONS (INTERNATIONAL)

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☐ Interstate ☐ Intrastate ☒ International

Type : 6 Agency Specific International Transportation Services

Tender Id : KCKC

Agency Id : DOSDC

Origin : VIRGINIA

Destination : CHINA-SHENYANG

Trans % : 185

Category 1 Vehicle (< 300 cft) : 5800

Category 2 Vehicle (300-800 cft) : 6000

Category 3 Vehicle (> 800 cft) : 6200

SIT : 100

Acc Svcs : 100

UAB : 888

Phone : 816-823-3646 (Eg: 123-456-7890)

Fax : 816-823-3656 (Eg: 123-456-7890)

Email : KIMCHANCELLOR@KC.RR.COM (Eg: abc@xyz.com)

Save

Cancel

GLOBAL RATE UPDATE HOUSEHOLD GOODS RATE SUBMISSIONS (INTERSTATE)

UVLN-UNITED VAN LINES, LLC

Add Rates Edit Rates View Rates

Interstate International

456 records available for update

Please click the checkbox and enter the field

Origin : 0400 Service Area

Destination : To all Current Destinations To all Possible Destinations

Type: Select the Type

☐

Agency Id: Select the SRO

☐

Tender Id :

☒

Trans %: None

☐

Category 1 Vehicle (< 300 cft) : None

☐

Category 2 Vehicle (300-800 cft) : Replace

☐

Category 3 Vehicle (> 800 cft) : Increase Percent

☐

SIT : None

☐

Acc Svcs : None

☐

UAB : None

☐

Phone : (Eg: 123-456-7890)

☐

Fax : (Eg: 123-456-7890)

☐

Email : (xyz@xyz.com)

Save



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 ☐ International

The rates are displayed for the Origin/destination

Origin : Destination : Status :

Status	Date	Type	Tndr Id	Agency	Orgn	Dest	Trans	< 300 cft	300-800 cft	> 800 cft	SIT	Acc Svcs	UAB	Phone	Fax	Email
M	09/20/2005	02	U205	DEADC	0500	0100	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@UniGroupinc.com
M	09/20/2005	04	U705	DEADC	0500	0100	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	02	U305	DOSDD	0500	0100	54	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@UniGroupinc.com
M	09/20/2005	04	U805	DOSDD	0500	0100	50	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	02	U405	DVADC	0500	0100	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	04	U905	DVADC	0500	0100	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	02	U205	FAADC	0500	0100	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
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M	09/20/2005	02	U505	FBPDC	0500	0100	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	04	U115	FBPDC	0500	0100	56	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@Unigroupinc.com
M	09/20/2005	01	U105	00000	0500	0100	58	100	107	120	40	0	0	800-395-2395	636-349-7391	Mail_GSA_UVLN@UniGroupinc.com



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Choose your option by clicking on the Menu

CONGRATULATIONS! You have successfully logged into the TMSS system.

Thank you for using the Transportation Management System (TMSS) and most of all user friendly number 1 866 MOVEGSA or

The first module of TMSS (in Management System (ITMS)) the initial fielding of TMSS was effectively and efficiently managed

- Rate and route ship
- Generate Bills of lading
- Track and trace shipments
- View proof of delivery
- Perform prepayment audits

- Generate transportation reports
- Perform data analysis
- Facilitate post payment audits

View My HHG Rates

Microsoft Internet Explorer



This function will create a file of your rates for you to view or download. Depending on the number of your rate records, this function may take a few minutes, please be patient. Click 'Ok' to continue, click 'Cancel' to return to the current screen.

OK

Cancel



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Online Rate Submission Receipt

- Book shipments
- Generate Bills of lading
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- Pay for transportation services
- Resolve services and billing disputes
- File/settle loss and damage claims
- Generate transportation reports
- Perform data analysis
- Facilitate post payment audits

Continuation of Existing Rates

REMINDER:

If submitting rates via TMSS during an initial rate filing window (opens approx. August) to become effective November 1, the rate offer must have at least one character change per tender.



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HOUSEHOLD GOODS RATES - UPDATE CONTACT INFORMATION (INTERNATIONAL)

UVLN-UNITED VAN LINES, LLC

[View Contact Info](#)☐ Interstate ☐ Intrastate ☒ International

Update has to be done through Background Process

Agency ID : Origin : Destination :

177 Records available for update

Please note that records will be retrieved and displayed here for update if all the above options (SRO, Origin and Destination) are selected. For other selections, the contact info will be updated as background process.

Phone : Fax : Email :

Rate Type	Tender Id	Agency Id	Origin	Destination	Phone	Fax	Email
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GLOBAL RATE UPDATE HOUSEHOLD GOODS RATE SUBMISSIONS (INTERSTATE)

GSA GENERAL SERVICES VAN LINES

Add Rates Edit Rates View Rates

☒ Interstate ☐ International
456 records available for update

Please click the checkbox and enter the field

Origin : 0200 Service Area

Destination : ☒ To all Current Destinations ☐ To all Possible Destinations

Type: Select the Type

Agency Id: Select the SRO

Tender Id:

Trans %: None

Category 1 Vehicle (< 300 cft): None

Category 2 Vehicle (300-800 cft): Replace

Category 3 Vehicle (> 800 cft): Increase Percent

SIT: None

Acc Svcs: None

UAB: None

Phone: (Eg: 123-456-7890)

Fax: (Eg: 123-456-7890)

Email: (xyz@xyz.com)

Save

Use this screen to globally update multiple records at one time.

To Use the Global Rate Update Option:

Based upon the rates you intend to update, select either the Interstate or International radio button (cannot update Intra state rates on this screen). To update current rate files on a global basis, you must select the appropriate origin from the drop down box labeled Origin. Once the screen refreshes, the number of records available for update will appear in bold text above your selection. Note: The system defaults to the "To all Current Destinations". Next select one of the radio buttons labeled "To all Current Destinations" or "To all Possible Destinations".

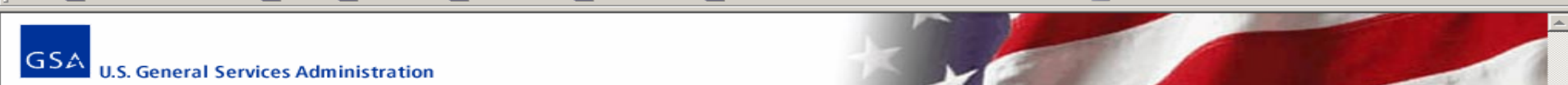
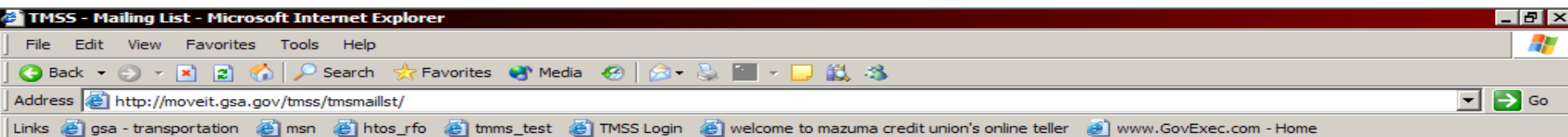
"To all Current Destinations" means all the selected updates (identified by a check mark in the data field box to the left of the screen) will affect all the current rates in TMSS from the selected origin. Once the box is checked, that data field is active. Click the box again to deactivate the data field.

NEXT . . .

- TMSS Mailing List
- Shipment/Claim Report Submission
- GSA Form 3080
- Customer Satisfaction Index Calculations
- Scope Adjustments
- Value Index Scores



TMSS MAILING LIST



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CREATE MAILING LIST

Addresses For:

Select Groups:

- ☐ Freight Users (Customers)
- ☒ Household Goods Users (Customers)
- ☐ Household Goods TSPs
- ☐ Freight TSPs

Select User Customer and /or Bureau

☐ Customer Name:

- Select -

☐ Bureau Name:

- Select -

Filter by Zipcode:

[Query](#)

[Clear All](#)



TMSS MAILING LIST

TMSS - Mailing List - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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GSA U.S. General Services Administration

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CREATE MAILING LIST

Addresses For:

Select Groups:

☐ Freight Users (Customers)

☒ Household Goods Users (Customers)

☐ Household Goods TSPs

☐ Freight TSPs

Select User Customer and /or Bureau

☐ Customer Name:

- Select -

- Select -

AGENCY FOR INTERNATIONAL DEVELOPMENT - 72

AMERICAN BATTLE MONUMENTS COMMISSION - 74

ARCHITECT OF THE CAPITOL - 01

CONGRESS - 00

CONSUMER PRODUCT SAFETY COMMISSION - 61

CORPORATION FOR NATIONAL SERVICE - 44

CORPS OF ENGINEERS, CIVIL - 96

DEPARTMENT OF AGRICULTURE - 12

DEPARTMENT OF COMMERCE - 13

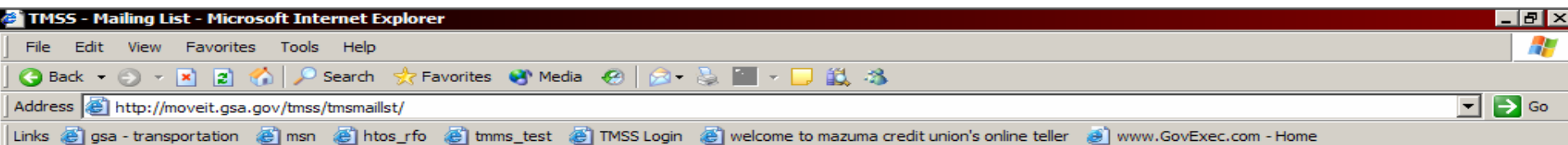
DEPARTMENT OF DEFENSE (OFF OF SECY OF DEFENSE) - 97


Session Timeout counter: 10598

Local intranet



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 **U.S. General Services Administration**

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MAILING LIST

[Back to Query](#)[To Download](#)

45/ 227 (Records)

SCAC-Name	Customer	Bureau	Contact	Address 1
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	FRED GIFFORD	USDA ARS PROCUREMENT (
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	USDA ARS PWA OFFICE	800 BUCHANAN ST.
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	FRED GIFFORD	USDA ARS PWA OFFICE
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	THOMAS L. BROWN	450 GOLDEN GATE AVENUE
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	JOANNE VOLK	1815 NORTH UNIVERSITY S
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	MR. AL WALKER	5601 SUNNYSIDE AVE.
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	NANCY GATDULA	10300 BALTIMORE AVE.
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	ELIZABETH A. JACKSON	10301 BALTIMORE AVENUE
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	CAROLYN NORQUIST	USDA2FAGRICULTURE RES
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	JOYCE HAMILTON	600 E. MERMAID LANE
	DEPARTMENT OF AGRICULTURE	AGRICULTURAL RESEARCH SERVICE	FREIDA WILLIAMS	7606 EASTMARK DRIVE, SU
	DEPARTMENT OF AGRICULTURE	ANIMAL AND PLANT HEALTH INSPECTION SERVICE	TOM BROWN	450 GOLDEN GATE AVE 9FB
	DEPARTMENT OF AGRICULTURE	ANIMAL AND PLANT HEALTH INSPECTION SERVICE	KAY HUNTSMAN	100 NORTH SIXTH STREET,
	DEPARTMENT OF AGRICULTURE	ANIMAL AND PLANT HEALTH INSPECTION SERVICE	DARRELLYN GEREAU	100 NORTH 6TH STREET
	DEPARTMENT OF AGRICULTURE	COOP STATE RESEARCH, EDUCTN, AND EXTENSN SERVICE	ANGEL SPATES	PORTALS BLDG, 1280 MARY
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	JAMES H. LOMBARD	5061 SUNNYSIDE AVE.
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	MARILYN F. ALBIN	601 BUSINESS LOOP 70 W.
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	PATTI BYRD	OFFICE OF RISK MANAGEMI
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	JUDITH ELLINGTON	P. O. BOX 7669
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	HEATHER BARNES	1474 RODEO ROAD
	DEPARTMENT OF AGRICULTURE	DEPARTMENT OF AGRICULTURE	USDA FOOD AND NUTRTION SERVICE	3101 PARK CENTER DRIVE
	DEPARTMENT OF AGRICULTURE	DEPARTMENTAL ADMINISTRATION	SYLVIA COLTRANE	1400 INDEPENDENCE AVEN
	DEPARTMENT OF AGRICULTURE	DEPARTMENTAL ADMINISTRATION	DEBORAH L. VITA	1400 INDEPENDENCE AVE..



SHIPMENT AND CLAIM REPORTS

- **Due 60 days after the end of each calendar quarter**
- **Report of shipments billed during the calendar quarter**
- **Report of claims settled during the calendar quarter**
- **Negative reports are required**
- **POV and UAB shipments require separate records**
- **Electronic submission required**

<http://www.gsa.gov/hhgtos>

GSA FORM 3080

Household Goods Carrier

Evaluation Report

Relocating Employee's Response

- **Quality of packing**
- **Delivery of items with damage**
- **Courtesy of workers**
- **Delivery within timeframe**
- **Communication of services**
- **Responsive in resolving problems**
- **Overall quality of service**

GBL Issuing Officer's Response

- **Courteous help for tracing**
- **Informed of changes in move**
- **Flexibility**
- **Overall quality of service**

CUSTOMER SATISFACTION INDEX “*CSI*”

- **Between 95.00 - 105.00: Average quality performance**
- **Above 105.00: Better than average quality performance**
- **Below 95.00: Below average quality performance**



CSI CALCULATIONS

Scores for each element are totaled and divided by the number of 3080s received to create an average score for each element

Services	Problems	Overall
70	68	73
4.3750	4.2500	4.5625

CSI CALCULATIONS

- Each average score is then taken against an 18 point weight scale, which results in weighted averages for each element
- Employee responses 1- 6 have a weighted average of 1
- Employee response number 7, “Overall Satisfaction” has a weighted average of 8
- RTO responses 1 – 3 have a weighted average of .5 RTO response number 4, “Overall Satisfaction” has a weighted average of 2.5



CSI CALCULATIONS

		Overall			Overall
68	71	71	63	69	67
4.2500	4.4375	4.4375	3.9375	4.3125	4.1875
4.2500	4.4375	35.5000	1.9688	2.1563	10.4688
Raw Score	78.4375				

CSI CALCULATIONS

- A program average is created by completing the same process for all GSA Forms 3080 received
- Each carrier's raw score is divided by the program average and multiplied by 100 to establish the CSI

Carrier raw score = 78.4375

Program average = 79.7601

$78.4375/79.7601*100 = 98.3418$

Carrier CSI = 98.34

CSI CALCULATIONS

If a CSI is above 105.00, the participant has the opportunity to increase it's scope of operations.

Example:

CSI is 107.53

107.53 is 7.53 points over 100. Participant may increase it's scope of operations by 7.53%. Participant has 238 service area pairs.

$$238 \times 7.53\% = 17.92$$

Participant may add 18 service area pairs to it's scope of operations.



CSI CALCULATIONS

If a CSI is below 95.00 the participant must decrease it's scope of operations.

Example:

CSI is 88.03

88.03 is 11.97 points below 100. Participant must decrease it's scope of operations by 11.97%. Participant has 238 service area pairs.

$$238 \times 11.97\% = 28.48$$

Participant must remove 29 service area pairs from it's scope of operations.



VALUE INDEX

The value index ranks each transportation service provider by best value by using 70% of the CSI and 30% of the total cost. This is done on a route by route basis and each additional element (POV, UAB) can and will have an affect on the index.

Company Name	Telephone	Tender	C.S.I	V.I.	Surface	
					%	Charge
GLOBAL VAN LINES INC	800-874-9340	G071	108.72	107.6880	41%	\$5,386.07
JOHNSON STORAGE AND	303-690-7865	JS03	107.67	106.9530	41%	\$5,386.07
ACME MOVING & STORAGE	800-241-5256	AC04	109.75	106.8074	44%	\$5,780.18
A. ARNOLD WORLD CLASS RELOCATI	800-328-9466	A041	106.48	106.5658	40%	\$5,254.71
SOUTH HILLS MOVERS, INC.	800-242-1556	1T05	108.15	105.5054	45%	\$5,911.55
PAUL ARPIN VAN LINES, INC.	800-255-3128	PA60	106.97	105.1253	44%	\$5,780.18
ALLIEDVANLINES	800-382-9645	9617	105.01	104.6451	42%	\$5,517.44
NORTH AMERICAN VAN LINES	877-662-6472	T071	104.22	104.5380	41%	\$5,386.07

Other Opportunities

Transportation, Delivery, & Relocation Solutions, Schedule 48

- Employee Relocation Services – SIN 653-1
 - Destination area services;
 - Home marketing assistance;
 - Home sales services;
 - Household goods move management services;
 - Mortgage counseling; and
 - Relocation management.
- Move Management Services – SIN 653-7
 - Entitlement & Pre-move Counseling
 - Carrier Selection
 - Bill of Lading Preparation
 - Shipment Booking
 - Auditing
 - Claims Assistance
 - On-Site Quality Control



Other Opportunities

- Office Relocation Services – SIN 653-8
 - Pre-move Planning
 - Relocation Plan Designing
 - Providing Packaging Materials
 - Packing/Crating
 - Loading/Unloading, Delivery & Setup
- Contact: Lisa Romano
Lisa.Romano@gsa.gov



How To Reach Us



- Property & Traffic Management Division
- 1500 East Bannister Road, Bldg. 6
- Kansas City, MO 64131
- (816) 823-3646 – Office
- WWW.GSA.GOV/Transportation



QUESTIONS ??